
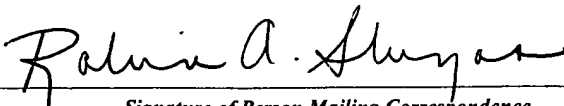


AMENDMENT TRANSMITTAL LETTER (Large Entity)				Docket No. 6065/79184	
Applicant(s): Nayel Saleh					
Application No. 09/637,969	Filing Date August 11, 2000	Examiner Nabil M. El Hady	Customer No. 24628	Group Art Unit 2154	Confirmation No. 7992
<div style="display: flex; align-items: center;"> <div style="border: 2px solid black; border-radius: 50%; padding: 10px; margin-right: 10px; text-align: center;"> RECEIVED NOV 16 2004 PATENT & TRADEMARK OFFICE </div> <div> Invention: METHOD AND APPARATUS FOR ALLOCATING RESOURCES OF A CONTACT CENTER </div> </div>					
<u>COMMISSIONER FOR PATENTS:</u>					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	37 -	37 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$88.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00
<input checked="" type="checkbox"/> No additional fee is required for amendment. <input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of _____ <input type="checkbox"/> A check in the amount of _____ to cover the filing fee is enclosed. <input checked="" type="checkbox"/> The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account 03-2470 <input checked="" type="checkbox"/> Any additional filing fees required under 37 C.F.R. 1.16. <input type="checkbox"/> Any patent application processing fees under 37 CFR 1.17. <input type="checkbox"/> Payment by credit card. Form PTO-2038.					
WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.					
 _____ Signature			Dated: November 16, 2004		
Christopher K. Marlow WELSH & KATZ, LTD. 120 S. Riverside Plaza, 22nd Floor Chicago, IL 60606 PH: 312-655-1500 FAX: 312-655-1501			I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on <div style="text-align: center;"> November 16, 2004 (Date) </div> <div style="text-align: center;">  Signature of Person Mailing Correspondence Robin A. Sluzas Typed or Printed Name of Person Mailing Correspondence </div>		
CC:					



79184

11-17-04

PATENT

2154
JFW

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Nayel Saleh
Serial No.: 09/637,969
Art Unit: 2154
Filed: August 11, 2000
For: METHOD AND APPARATUS
FOR ALLOCATING RESOURCES
OF A CONTACT CENTER
Examiner: El Hady, N.
Atty. Docket No.: 6065/79184

AMENDMENT C

Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

TABLE OF CONTENTS

<u>Section</u>	<u>Page</u>
Amendments to the Claims	2
Remarks	12

Sir:

Reconsideration and further prosecution of the above identified application are respectfully requested in view of the amendments and discussion that follows. Claims 1 - 37 are pending in this application. Please amend the above identified application as follows: